

**DUTY STATEMENT**

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

|   |   |                             |
|---|---|-----------------------------|
| RPA NUMBER<br><b>28720</b>  | DGS DIVISION / OFFICE or CLIENT AGENCY<br><b>Office of Employee Relations</b>   |                             |
| UNIT NAME<br><b>Constructive Intervention Unit (CIU)</b>  | HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605)<br><b>707 3rd Street 7th Floor West Sacramento, CA 95605</b>   |                             |
| CIVIL SERVICE CLASSIFICATION<br><b>Staff Services Manager (SSM) I (Specialist)</b>                                      | POSITION NUMBER<br><b>306-102-4800-XXX</b>  | CBID<br><b>E48</b>          |
| POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                     | PROBATIONARY PERIOD<br><input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A   | WORK WEEK GROUP<br><b>E</b> |
| WORK SCHEDULE (DAYS / HOURS)<br><b>Monday-Friday/8:00 am- 5:00 pm</b>   | TENURE<br><b>Permanent</b>  |                             |
| WORKING TITLE<br><b>Staff Services Manager I (Specialist)</b>   | TIMEBASE<br><b>Full-time</b>  |                             |
| DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____ |                             |
| PROPOSED INCUMBENT (IF KNOWN)   | EFFECTIVE DATE  |                             |

**CORE VALUES / MISSION** ☐ Rank and File ☐ Supervisor ☒ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

**POSITION CONCEPT**

Under the general direction of the Staff Services Manager II, the Staff Services Manager I (Specialist) serves as a subject matter expert to a small group of analysts in the Constructive Intervention Unit performing a variety of complex analytical duties related to performance management and progressive discipline for assigned DGS programs. This position personally performs the most difficult or sensitive work providing training and consultative services to DGS in accordance with all applicable laws, rules and regulations, Department of Human Resources (CalHR) Pay Letters and State Personnel Board (SPB) Pinkies, the Guide to Employee Conduct & Discipline, Memorandums of Understanding, the Adverse Action Manual, Precedential Decisions, and the Mediation Program. This position will promote and be accountable for customer satisfaction and quality service and will initiate or make recommendations that promote innovative solutions to meet customer needs.

**SPECIAL REQUIREMENTS**

|  |  |   |   |                                       |
|--|--|---|---|---------------------------------------|
| <input type="checkbox"/> Medical Clearance                                   | <input type="checkbox"/> Background Clearance                                      | <input type="checkbox"/> Typing                               | <input type="checkbox"/> DMV Pull Notice                            | <input type="checkbox"/> Drug Testing |
| <input type="checkbox"/> Vehicle Home Storage Permit                         | <input type="checkbox"/> Driver's License and Class (specify below in Description) |   | <input type="checkbox"/> Certificate (specify below in Description) |                                       |
| <input type="checkbox"/> Professional License (specify below in Description) |  | <input type="checkbox"/> Other (specify below in Description) |   |                                       |

**ESSENTIAL FUNCTIONS**

| PERCENTAGE | DESCRIPTION   |
|------------|---|
| 30%        | Conducts formal and informal internal investigations of highly sensitive personnel-related matters including but not limited to, employee misconduct or workplace violence, by researching, gathering and analyzing facts, and preparing reports on findings, utilizing investigative materials and supporting documents, in order to assess the validity of employee complaints and to ensure fair and appropriate recommendations are being made to program management. |
| 20%        | Serves as a departmental expert for performance management matters by researching and analyzing a variety of complex personnel matters, assisting management in defining and  |

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|            | articulating performance objectives and collaborating with Office of Legal Services and Equal Employment Opportunity office in order to provide recommendations regarding the appropriate level of progressive discipline. Responsible for writing notices of adverse action and notices of rejection during probation as well as define and align performance management needs to ensure departmental issues regarding Constructive Intervention (CI) are administered appropriately and effectively in accordance with DGS policies and applicable laws, rules, and regulations.  |
| 15%        | Provides continuous oversight and guidance to DGS and Client Agency's Supervisors, Managers. Reviews work of subordinate staff responsible for advising managers and supervisors regarding the constructive intervention steps and appropriate interventions for personnel performance issues by reviewing and evaluating documentation to support corrective actions as well as reviewing written analysis and staff recommendations in order to confirm appropriate course of action to ensure managers and supervisors effectively utilize the CI process while managing employee development and correction in accordance with DGS policies, and applicable laws, rules, and regulations.                                 |
| 10%        | Conducts and provides training to supervisors, programs, client programs and employees on the various CI functions including, but not limited to, Workplace Violence Prevention (WPV), Probationary Reports, Individual Development Plans (IDPs), Annual Performance Evaluations, Work Improvement Plans, and Absence Without Leave (AWOL) separations by assessing training needs and researching necessary topics in order to develop effective training curriculum and appropriate training materials to ensure an understanding of personnel management and effectiveness of early intervention and thorough documentation in accordance with the progressive discipline process.   |
| 10%        | Conducts complex training assessments for managers and supervisors by identifying training deficiencies based on projected business needs and utilizing both formal and informal methods (interviews, surveys, course evaluations, etc.) in order to develop and administer training curriculum regarding progressive discipline that promotes early intervention, effective documentation and utilization of department resources to ensure performance issues are addressed timely in accordance with DGS policies and applicable laws, rules, and regulations.   |
| 5%         | May direct, develop and review the work of subordinate staff by communicating unit goals and objectives, providing direction and information on OHR processes, and assisting Facilities Management Division (FMD) Supervisors/Managers with developing timely performance evaluations and training plans, in order to provide opportunities for training and provide guidance on personnel performance issues, to ensure equal employment opportunities as well as a harassment and discrimination-free work environment in accordance with applicable bargaining unit contract provisions, DGS' Personnel Operations Manual (POM), and DGS policies, procedures and guidelines, SPB and CalHR's laws, rules and regulations. |
| 5%         | Formulates, revises or reviews personnel policies and procedures to be consistent with mandates imposed by control agencies by researching existing and changing government codes, labor laws, organizational performance in order to maximize best practices and increase the department's effectiveness in developing and correcting employee behavior to ensure compliance with applicable laws, rules, and regulations.   |

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| PERCENTAGE | DESCRIPTION   |
|------------|---|
| 5%         | May act on behalf of upper management by attending meetings, representing the office, making decisions, reviewing and approving documents as required, and responding to internal and external requests through telephone, written correspondence or email communication, in order to maintain business functionality, to ensure operational continuity.<br>And other duties are required in alignment with the Staff Services Manager (Specialist) Class Specifications. |

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**☒ Travel (Specify the percentage in the travel box below)Travel 0-5 % of the time to various locations and may include overnight travel by various methods of transportation.

- Requires 0-5% occasional day and/or overnight travel throughout the state via car, air, and public transit as permitted under public health guidelines.
- Regular use of standard office equipment, data and communications-related technologies such as personnel computer applications, telecommunications equipment, Internet, voice mail, etc.
- May be required to transport documents/material with use of handcart up to 25 lbs.
- Professional office environment working in standard office configuration, executive offices and cubicles.
- Fact-paced work environment with competing priorities and tight deadlines.

**DESIRABLE QUALIFICATIONS**

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

*I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at [reasonableaccommodation@dgs.ca.gov](mailto:reasonableaccommodation@dgs.ca.gov))*

|               |                    |             |
|---------------|--------------------|-------------|
| EMPLOYEE NAME | EMPLOYEE SIGNATURE | DATE SIGNED |
|               |                    |             |

*I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.*

|                 |                      |             |
|-----------------|----------------------|-------------|
| SUPERVISOR NAME | SUPERVISOR SIGNATURE | DATE SIGNED |
|                 |                      |             |